



August 17, 2016

Mr. James W. Wiley, III

Attorney Advisor

Public Safety and Homeland Security Bureau

Federal Communication Commission

Sir,

In 2013 the Indiana Statewide 911 Board in partnership with the state's wireless network provider, Indigital Telecom began to deploy a text FROM 911 software application known as Textty. A small number of PSAPS began using this tool in a beta environment as the industry was still in the development and standard stage.

In 2014 with the consent decree of the FCC and four major wireless carriers, Indiana announced a statewide deployment of Text to 911 using the browser method. In June 2015, Indiana reached 100% coverage by providing text services in all 92 counties. Indiana offered text services to PSAPs via the Textty software which includes a Text FROM 911 feature.

Most PSAPs in Indiana along with first responder agencies have altered their response to 911 hang up calls or dropped calls with the introduction of Text FROM 911. For many years when a PSAP received a hang up call or dropped call which provided a "call back number", the local policy was the telecommunicator was required to call back in an attempt to reach the person and determine if their was an emergency. PSAPs report that only about twenty percent of the time does a citizen answer a call back. Many times, if a general location was available the telecommunicator would dispatch law enforcement to conduct a general check of the area. Textty has permitted agencies to change that policy. Today, many PSAPS in Indiana send a text message to a wireless caller when it is hang up or dropped call and report that approximately eighty percent of the time, the citizen responds. The immediate response of the citizen saves valuable time of the PSAP or first responder.

TEXT is still relatively new in Indiana and therefore no relative data has been gathered to determine a cost savings to the PSAP or first responder agency. However, it is reasonable to believe that the earlier contact with a citizen saves valuable time, protects persons and property resulting in a cost savings. It is my opinion that an expanded use of Emergency Alert Systems will have the same results.

Respectfully,



9-1-1 Saves Lives

10 West Market Street Suite 2950 Indianapolis, IN 46204
(317) 234-8362 Office | (317) 233-0894 Fax
www.in911.net





Barry C. Ritter, ENP

Indiana Statewide 911 Board



9-1-1 *Saves Lives*

10 West Market Street Suite 2950 Indianapolis, IN 46204
(317) 234-8362 Office | (317) 233-0894 Fax
www.in911.net

